| | | Service Level Description | Expected Service Level (ESL) | ESL Price Deduction % | Minimum Service Level (MSL) | MSL Price Deduction % |
|---|---|---|---|---|---|---|
| 1 | | **NEACC Factory - Satisfaction Rating (CLINS 1, 2, 6, 7, 11 and 12)** | | | | |
| | 1.1 | NEACC Satisfaction Rating | 4.5 | 3.00% | 3.5 | 6.00% |
| 2 | | **Applications Maintenance (CLINS 1, 6, and 11)** | | | | |
| | 2.1 | Critical Application Availability | 99.00% | 2.00% | 98.00% | 4.00% |
| | 2.2 | Customer Satisfaction on Ticket Closure | 4.85 | 1.00% | 4.20 | 2.00% |
| | 2.3 | Application Security Compliance | 100.00% | 1.00% | 99.00% | 2.00% |
| | 2.4 | Support Application Availability | 95.00% | 1.00% | 90.00% | 2.00% |
| | 2.5 | Incident Closure - Complete CMDB | 99.00% | 1.00% | 98.00% | 2.00% |
| | 2.6 | Incident Resolution Time | | | | |
| | 2.6.1 | Q1 - Severity 1 - Resolved w/n 4 Hours | 95.00% | 2.00% | 90.00% | 4.00% |
| | 2.6.2 | Q2 - Severity 1 - Resolved w/n 8 Hours | 100.00% | 1.50% | 95.00% | 3.00% |
| | 2.6.3 | Q3 - Severity 2 - Resolved w/n 8 Primary Business Hours | 95.00% | 1.50% | 90.00% | 3.00% |
| | 2.6.4 | Q4 - Severity 2 - Resolved w/n 16 Primary Business Hours | 100.00% | 1.00% | 95.00% | 2.00% |
| | 2.6.5 | Q5 - Severity 3 - Resolved w/n 24 Primary Business Hours | 89.00% | 1.00% | 82.00% | 2.00% |
| | 2.6.6 | Q6 - Severity 3 - Resolved w/n 48 Primary Business Hours | 95.00% | 1.00% | 90.00% | 2.00% |
| | 2.6.7 | Q7 - Severity 4 - Resolved w/n 8 Business Days | 95.00% | 1.00% | 90.00% | 2.00% |
| | 2.7 | Master Data - On-Time Completion Rates | | | | |
| | 2.7.1 | Q9 - MD Emergency - Resolved w/n 1 Business Day | 98.00% | 1.00% | 95.00% | 2.00% |
| | 2.7.2 | Q10 - MD changes shall be resolved within 16 Center business hours (excluding Q9 & Q11) | 95.00% | 1.00% | 90.00% | 2.00% |
| | 2.7.3 | Q11 - MD for "Purchasing Groups", "Release Strategy", and "Location/Building" | 98.00% | 1.00% | 91.00% | 2.00% |
| | 2.8 | Incident Service Level Failure Rate | 96.00% | 1.50% | 91.00% | 3.00% |
| 2 | | **Applications Enhancements (CLINS 2, 7, and 12)** | | | | |
| | 3.1 | Q8 - On-Schedule Delivery | 97.00% | 2.00% | 93.00% | 4.00% |
| | 3.2 | Percentage of Incidents Caused by Applications Enhancements | <1% | 2.00% | <3% | 4.00% |
| | 3.3 | Timely tracking of Application Point Burn Down | 99.00% | 1.50% | 95.00% | 3.00% |
| | 3.4 | Successful demonstration of accomplished Application Points | 99.00% | 2.00% | 95.00% | 4.00% |
| 3 | | **Delivery Functions - PWS 5.0** | | | | |
| KPI | 5.1 | Resource Continuity - Integration Management | 98.00% | 0.00% | 95.00% | 0.00% |
| KPI | 5.2 | Resource Continuity - Application Functional Support | 98.00% | 0.00% | 95.00% | 0.00% |
| KPI | 5.3 | Resource Continuity - Application Development | 95.00% | 0.00% | 92.00% | 0.00% |
| KPI | 5.4 | Resource Continuity - Platform, System, AOM | 96.00% | 0.00% | 94.00% | 0.00% |
| KPI | 5.5 | Resource Continuity - Information Assurance | 98.00% | 0.00% | 95.00% | 0.00% |